

City of Hilshire Village  
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	Executed order with CNP to remove middle lamp. Also was informed that shields can be installed at no cost, requested that shields be installed on all 3 lights which can be installed quickly while waiting for the middle to be removed which could be 30-60 days pending schedule availability.	Middle lamp was removed and shields were installed. Survey results shared with Council 10/21, on-going discussion. Topic on 2/17 CM agenda.	
1/8/26	Water pressure low over the weekend, has improved slightly but not back to normal yet.	1309 Ridgeley	No other calls regarding water pressure, sent Inframark technician to investigate.	Technician found no issue at the meter, spoke with homeowner about one half of the house having the issue, recommended hiring plumber to do interior inspection. Owner later followed up that high usage fixtures were clogged with sediment, replaced, pressure is back to normal.	1/20/2026
1/20/26	Irrigation system is not receiving water.	1309 Ridgeley	Inframark technician dispatched.	Technician found meter was off, opened the valve and contacted the owner with update.	1/20/2026
2/6/26	Contractors blocking both sides of the road at Pine Chase & Bromley	Pine Chase Drive	Resident called SVPD, dispatch sent an officer to access the situation.	Officer found road passible	2/6/2026